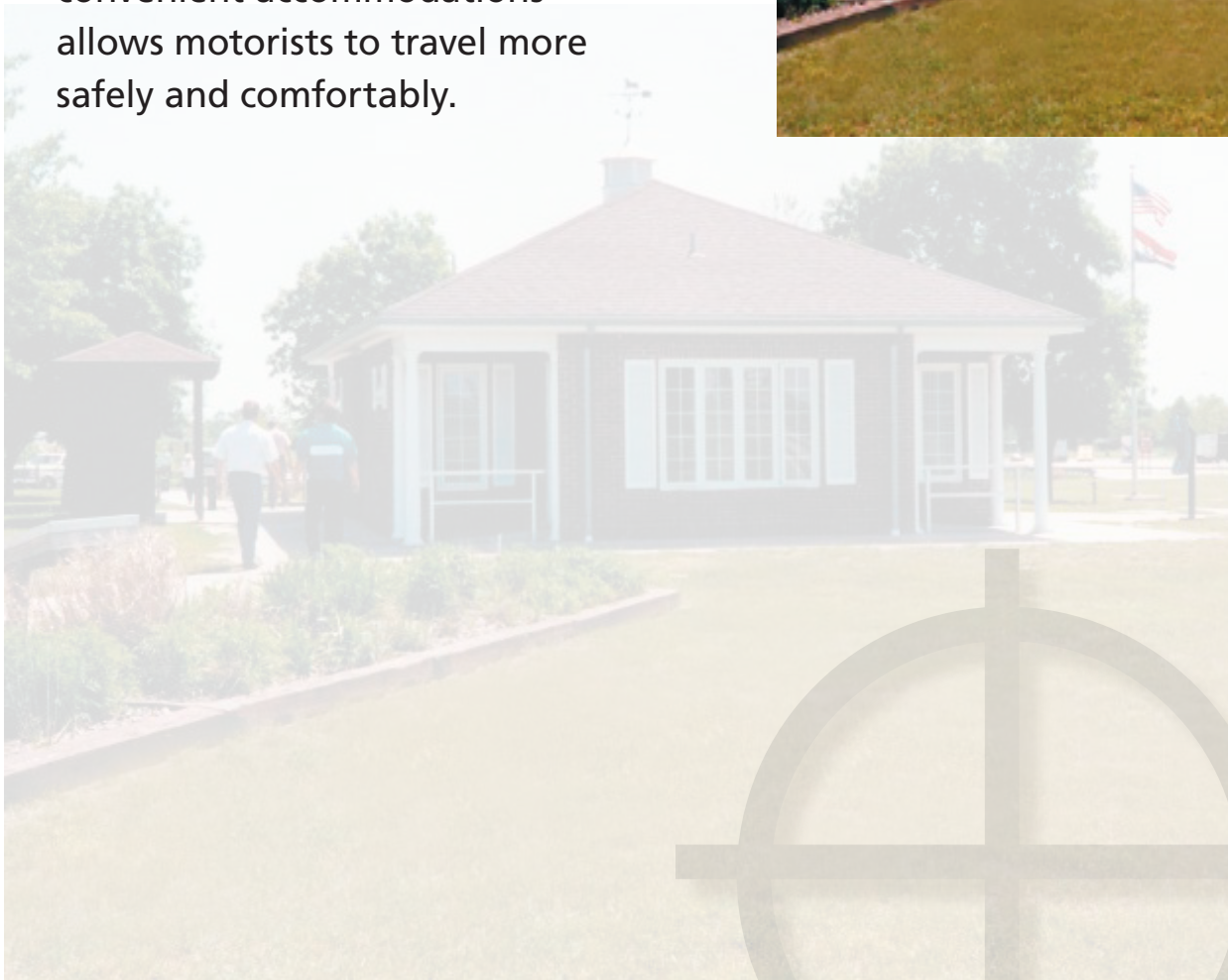

Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,
Director of Operations*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



Convenient, Clean & Safe Roadside Accommodations

Percent of rest areas & commuter lots that meet our customers' convenience needs

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will help the department understand the expectations of MoDOT customers concerning the convenience of the rest areas and commuter lots. Expectations will provide insight to spacing of rest areas along interstates, location of commuter parking lots, and depending on the definition of convenient, the amenities of the sites.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Percent of rest areas & commuter lots that meet our customers' cleanliness needs

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will help the department understand the expectations of visitors to the rest area and commuter lots concerning their cleanliness. Perception of facility cleanliness will reflect on MoDOT.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Percent of rest areas & commuter lots that meet our customers' safety needs

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will help the department understand the expectations of customers concerning the safety of rest areas and commuter lots. Expectations will provide insight to security issues of rest areas along interstates, location and lighting issues of commuter parking lots and overall perception of how secure and safe customers are at the sites.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Number of users of commuter parking lots

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Tim Jackson, Technical Support Engineer

Purpose of the Measure:

This measure will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the needs of the traveling public.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Number of users of rest areas

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Stacy Armstrong, Roadside Management Supervisor

Purpose of the Measure:

This measure will track the number of vehicles entering the rest areas and peak days and times of the visitors. Information will help on staffing of the rest areas, peak days and months and possibly the truck-to-car ratio.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

Convenient, Clean & Safe Roadside Accommodations

Number of truck customers that utilize rest areas

Results Driver: Don Hillis, Director of Operations

Measurement Driver: Jim Carney, State Maintenance Engineer

Purpose of the Measure:

This measure will track whether the truck parking lots at rest areas provided by the department are adequate for truck drivers.

Measurement and Data Collection:

Improvement Status:

**Measure is Under
Development**

